



# INDIANA ELIGIBILITY MODERNIZATION

## *Helpful Tips for V-CAN Access Points*

March 2008

### Using the Call Center

- Use the toll-free number 1-800-403-0864 to call to the Call Center **and** FAX documents to the Service Center.
- Dial 1-800-743-3333 for TTY calls to the Call Center.
- If you are a V-CAN member or calling from an outside agency with a general or case-specific question, make sure to use the Third Party Inquiry option. On the main menu, select "8" for More Options, and then "4."

### Submitting Applications and Supporting Documentation

- Update!**
- When possible, use only blue or black ink on documents sent to the Service Center for processing.
  - The Application Document Coversheet will be printed with the application or the signature packet after the online application is complete. The Application Document Coversheet must be used **for that application only** when mailing or FAXing supporting documents, such as a pay stub. Please do not copy the Application Document Coversheet for use with other applications. Each coversheet includes a barcode unique to that particular case.

- Update!**
- To achieve the quickest processing time, you should include copies of supporting documents in the same envelope or FAX with an Application for Assistance.

**NOTE:** A barcoded Document Coversheet should be included in a FAX or in a mailed envelope when sending supporting documents separately from the Application for Assistance.

- For the most efficient processing, each piece of required documentation should be submitted on an individual page. For example, if you are providing a photocopy of a driver's license and Social Security Card, you should copy each document on a separate page rather than copying both items on the same page.
- The Application Document Coversheet may be used more than once for the same case if you are sending supporting documents multiple times (e.g., the applicant has some documents one day and brings in additional documents the next day).
- Please remove all paper clips and staples from applications and required documents before mailing to the Document Center.

### Using the Online Application

- There are a couple of ways to make sure your clients can quickly and easily access the Internet Screening and/or Online Application. You might want to make the start page (either the page where a client selects their county, or the "Start Here" page) your Home Page, a Favorite, or an icon (or shortcut) on your desktop.
  - To make the Screening/Online Application page your Internet Explorer **Home Page**, go to the Tools menu and select "Internet Options." At the top of the screen, you will see your current Home Page address. Click "Use Current" to change your Home Page to the one you have on your screen.
  - You can also add the Screening/Online Application to your Internet Explorer **Favorites** menu. Go to the page where your clients would start, go to the Favorites menu and click "Add to Favorites." Rename the Favorite to something your clients might recognize, like "Public Assistance Application."
  - You can also create an **icon, or shortcut**, on your desktop for clients to access the Screening/Online Application. Go to the page where your clients would start, select the File menu and click "Save As." Make sure you are saving the file to your desktop. Rename the icon/shortcut to something your clients might recognize, like "Public Assistance Application."
- Use the buttons at the bottom of the screen (in the Internet Screening) and top of the screen (in the Online Application) to move between screens – **DO NOT USE** the "Back" button at the top of your Internet browser to move between screens.



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- Complete the following steps to print a blank paper application:
  - Go to [www.in.gov/fssa](http://www.in.gov/fssa)
  - Click "Apply For Benefits/Manage Your Benefits"
  - Select your county
  - Click "Start Here" (or "Versión en Español" for Spanish)
  - Click "Apply for Benefits"
  - Select program(s) – TANF, Food Stamps, Health Coverage
  - Enter name and address of applicant
  - Click "Print Application"
- Expedited Food Stamp cases are processed at local DFR offices. If an applicant is found to be potentially eligible for Expedited Food Stamps in the Internet Screening, s/he is instructed to visit their local DFR office to complete the application.
- Make sure to close the Internet browser (by clicking the "X" at the top right of the screen or selecting File, then Close, from the menu at the top left of the screen) after each use of the Internet Screening and/or Online Application. If you make the Screening/Online Application page your home page (see Tip #4), it will automatically come up whenever you open Internet Explorer or your browser.
- When an applicant has a suffix in their name, be sure to use all capital letters for the suffix (i.e., JR or SR). The applicant may select the suffix from the drop-down box or enter the suffix in all capital letters.

### **Update!**

- Case status information is not available until the application has been processed. An applicant should not check case status until the application processing time has passed or an applicant receives the 2032 Pending Verifications notice in the mail. Using the case number from the 2032 Pending Verification notice, an applicant can check application status on the 24-hour automated system, online or on the phone with a Call Center Representative.

**NOTE:** Application processing time for public assistance programs will be in place in the new system (i.e., 30 days for Food Stamps and Cash Assistance (TANF); 45 days for Medicaid and 90 days for Disability Medicaid).

- Use the following guidelines when entering the effective dates in the Resources and Income sections of the Online Application. Remember, if the applicant enters something incorrectly, it can be corrected during the interview.

### Resources

- If the applicant is using the amount of their most recent account statement, then they should enter the date of that statement.
- If the applicant is using a balance from an ATM withdrawal then they should enter the date from the withdrawal receipt.
- If the applicant is estimating the balance at the time they are completing the application, then they may enter the date they are completing the application.

### Income

- The Begin Date for employment should be the date the applicant started the job.
- The Pay Date should be the last day the applicant was paid (rather than entering a future date when they anticipate receiving pay).
- If the applicant was just hired for a job, the Begin Date would be a future date and the Pay Date would be when the date they anticipate receiving their first pay.
- For Other Income (usually benefits, etc.) the applicant should enter the date they received their most recent payment; however, if the applicant was recently approved for benefits, the Begin Date should be the date they anticipate receiving their first benefit.